

STATE OF COLORADO

# DEBT NET

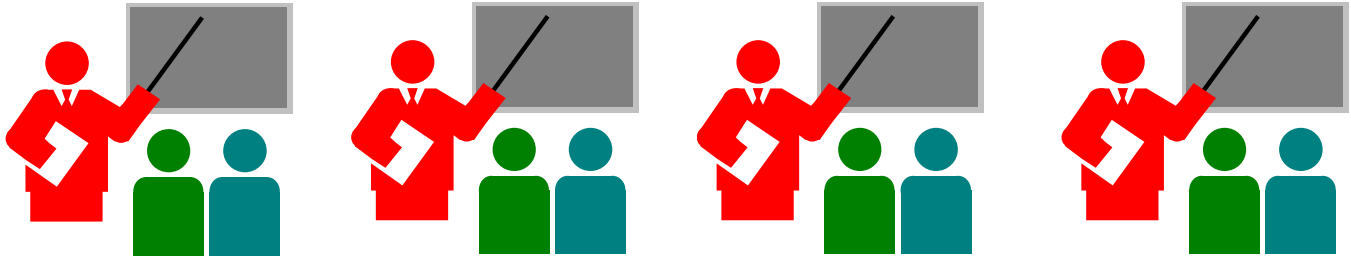
GENERAL SUPPORT SERVICES

• Central Collections Services •

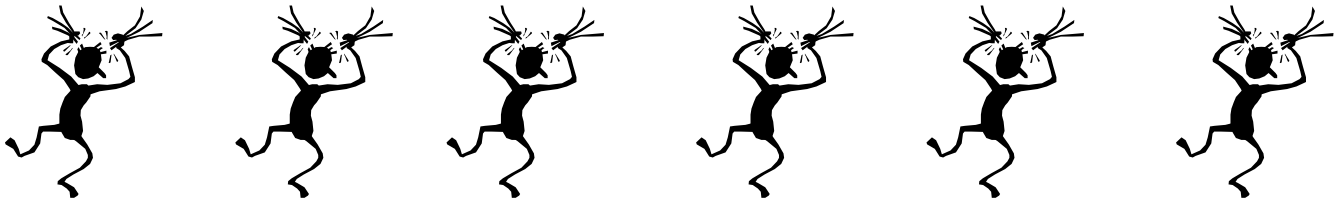
DIVISION OF CENTRAL SERVICES

February, 2001

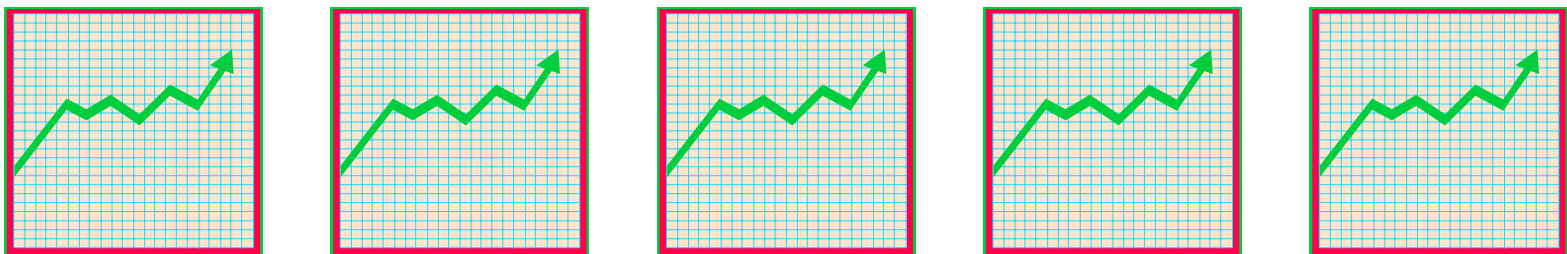
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**SPECIAL THANKS...** To everyone who attended our (my) first general informational seminar. We got some wonderful feedback on how we can improve our service. Here is a sampling of what people said...



**REPORT YOUR NSF CHECKS SOONER!!!** When someone makes a payment to us with a bad check, we don't know its bad, so we cash it and send you a check for your share. Then, the bank returns the check to us, so now we have to back out the money we sent you. This takes MONTHS. He'll pay us in January, we'll report it in February, the check goes bad so we have to back out the charges in March, so now its April 15<sup>th</sup> and you no longer have the money you thought you had. At one time we would set up a separate account for the bad check and use our funds to make our clients whole, BUT, we found out that statute will not allow us to create receivables for ourselves. That is why we do what we do, because we have to. (Doo Bee Doo Bee Doo: Bing Crosby)



**INCREASE THE ACCURACY OF YOUR REPORTS!!!** Reporting was a major sore point with many of our clients. Whether the reports never came, or went to the wrong person, or the data was incorrect, or, whatever. First of all, thank you for looking over your reports and reporting the errors to us. We will make every attempt to correct any discrepancies, though any corrections will not show up until you receive your next report. Reporting is flexible. We can generally produce the report you want with the data you need. Let us know how we can serve you better.

